Division of Materials and Waste Management
June 2019

# Health Department Licensing User Guide

In January 2018, the Ohio EPA Division of Materials and Waste Management launched a new version of the licensing and registration software in the agency's eBusiness Center (eBiz).

eBiz is a secure Internet-based site that enables users to quickly and securely access Ohio EPA services and electronically complete and submit reports, license and registration applications.

This guide is written for Health Department (HD) users that are reviewing, approving, and issuing facility licenses through the required eBiz system from anywhere there is access to the Internet and a printer. It is important to note that while we would like to have all license applications submitted electronically, an HD user can also have the same permissions as a Facility User when required to enter a paper license application.

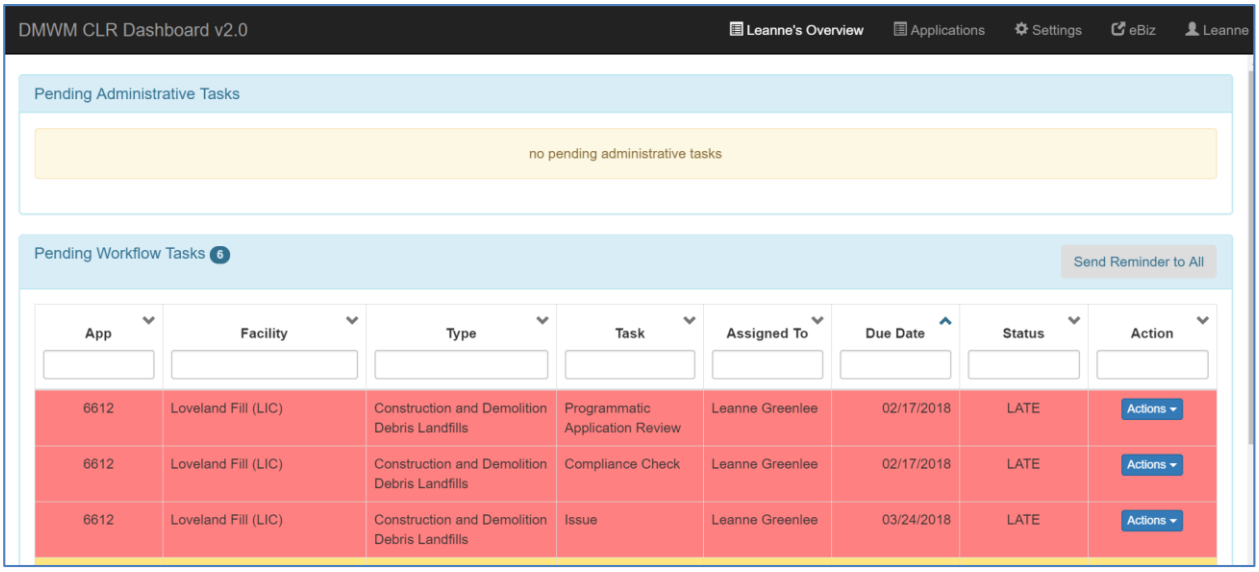
New HD users that will enter and/or process facility license applications need to have an account with the eBiz Center, acquire a PIN (Personal Identification Number), and request to have their account added to their respective HD's profile. To create an account and obtain a PIN, please visit http://ebiz.epa.ohio.gov/. To be added to the HD's profile, please contact Ohio EPA. A list of contacts is included at the end of this guide.

## Processing License Applications

Once an application has been submitted to eBiz, an e-mail notification with review tasks will be sent to each HD user who have role assignments.

*Note:* With the launch of the new system, all accounts associated with an HD will receive notifications for **all** review steps. To customize who receives what review steps, please contact Ohio EPA.

After receiving notification, log into the eBiz center. The first time you log into eBiz this year, you will notice a different screen. This screen is the new Licensing and Registration (LR) dashboard for internal users.

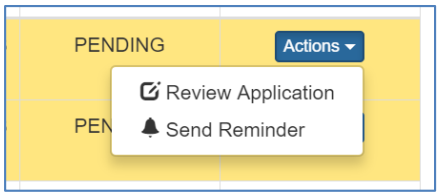



If you do not have the above DMWM CLR Dashboard screen when logging in, please contact Ohio EPA.

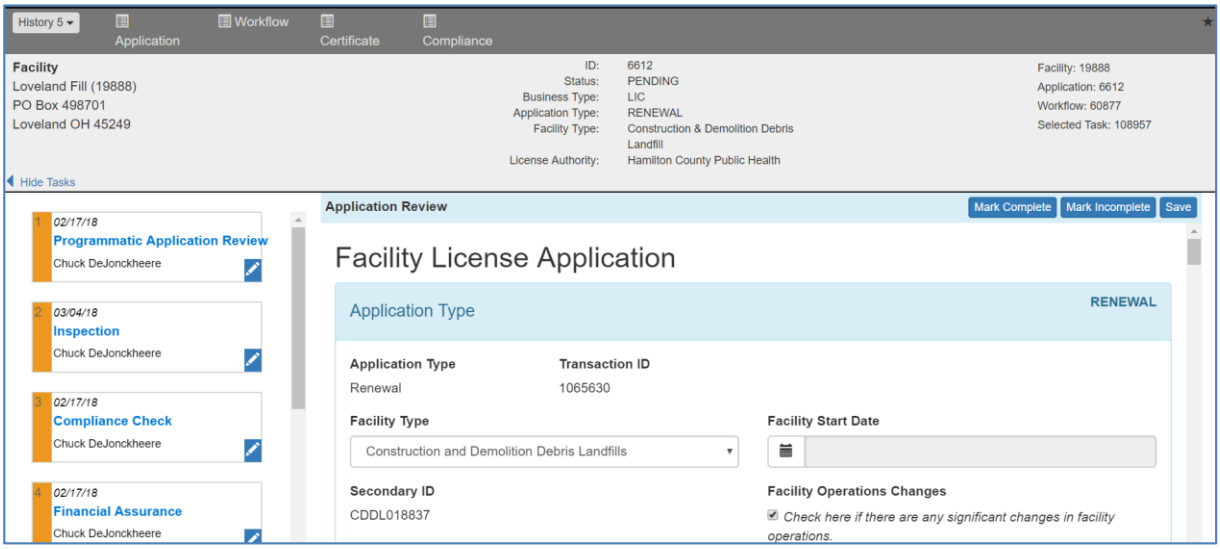
# DMWM Health Department Licensing User Guide

HD Users should not have any Pending Administrative Tasks listed, just Pending Workflow Tasks like the above screen. Each Pending Task will give you brief information about that application (App ID, Facility, License Type, and Task). There are due dates listed, but those are a recommended individual task dates based on the date the application was submitted and are what inform the Status column. To be clear, irrespective of the application submission date, the ultimate goal is having renewal applications issued by December 31st.

To view an assigned task, click the blue **Action** button and select *Review Application.*



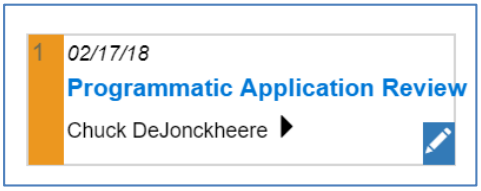

After selecting *Review Application,* you will be taken to the application screen where you can view the application and complete your tasks.




The new application screen provides more information than the previous system and more features.

The tasks that you are assigned will be colored orange until completed. Once the task is completed it will be green. A black colored task means that that specific task is locked. A task can be locked for two reasons: you are not assigned to said task or, that task is dependent on all other tasks being completed.

If a task has a black arrow beside of the name, that means there are multiple people assigned to the specific task. You can hover over the arrow to see the name associated with the task.



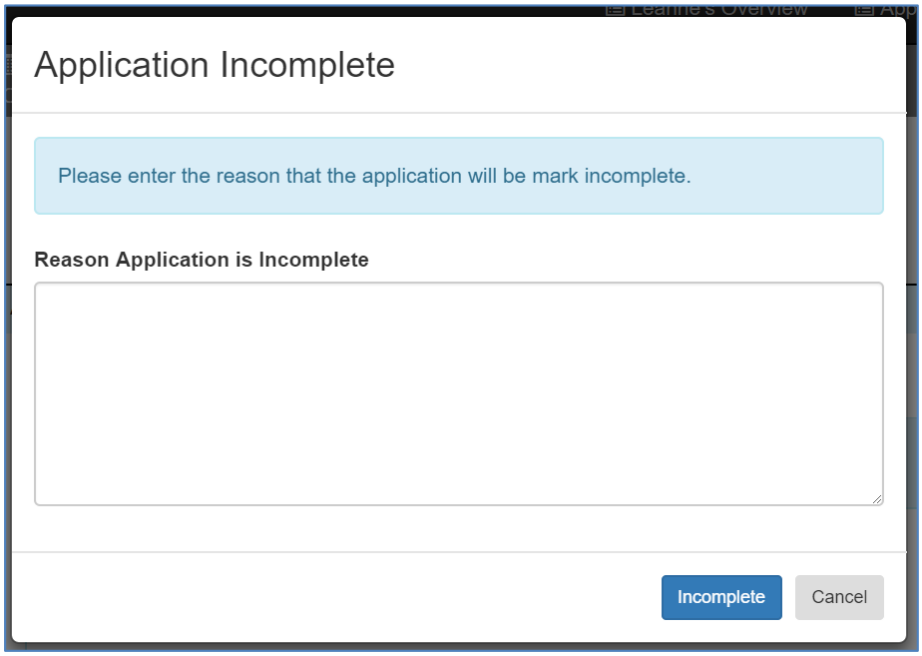
The pencil icon in the bottom right corner of a task is for notes. When the pencil icon is blue, that represents some type of note is associated with the task. This is a good location to keep application and task specific notes that can be accessed at any time by the HD and Ohio EPA inspector.

When reviewing the application, there are four actions a user can take:

- Approve the task (Mark Complete)
- Mark Incomplete
- Make minor revisions (Save)
- No action

To approve the task, you will click the **Mark Complete** button located on the right-hand side.

If an application is incomplete, missing information, or needs areas revised and/or updated, the system now allows internal users to send the application back as incomplete. To do this, a user will click **Mark Incomplete**. A pop-up box will appear where a message to the applicant is entered on why the application is incomplete.

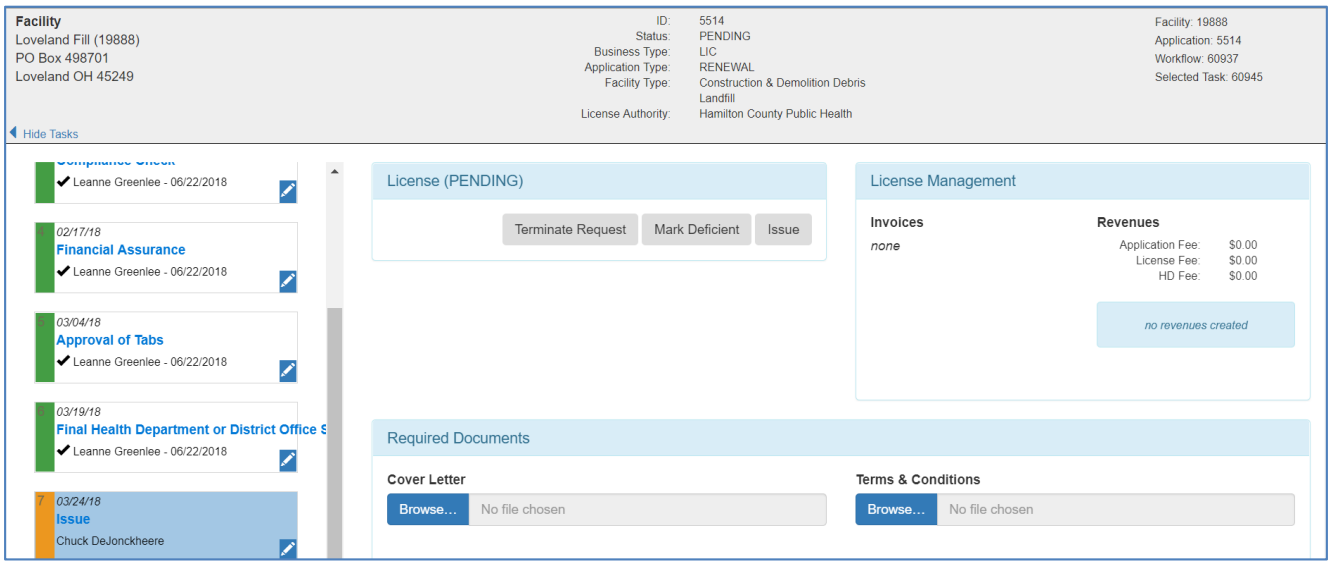



After the message is entered, click **Incomplete** and the message is e-mailed to the applicant. The applicant will need to then log into the system, fix the required information, and resubmit.

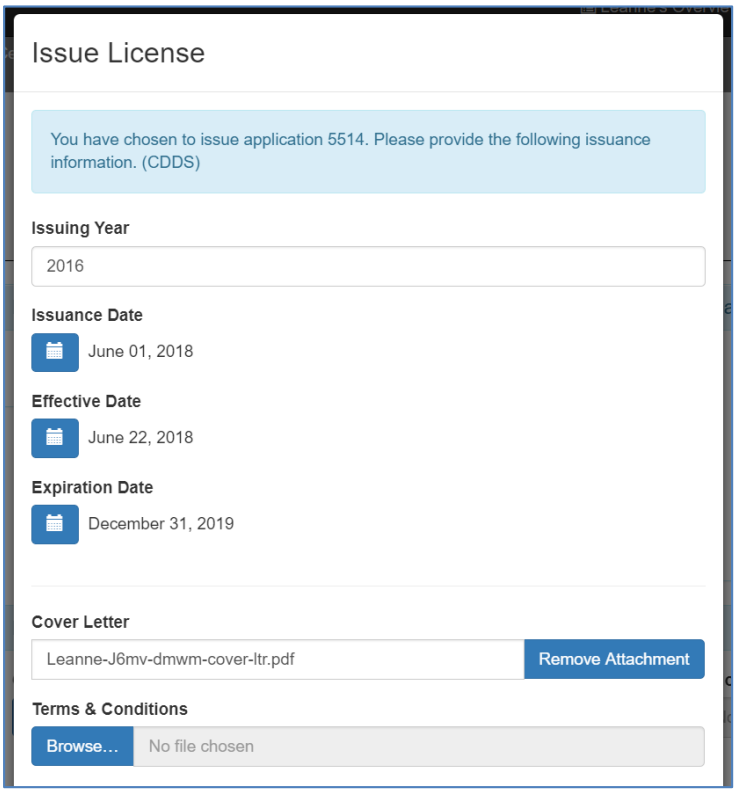
For minor revisions, such as a typo in the address or phone number, an HD user can go into the application and make those corrections. After the corrections are made, you will click **Save** in the right-hand corner to save those changes. Please be advised that after you hit **Save** the screen does not refresh. If you want to verify that the information was saved, you will need to click *Overview* located at the very top of the screen and re-access the task and application.

Once all the tasks have been completed, the Issue task will go from Locked to Pending. The HD users assigned to this task will also receive an e-mail notifying them of this change.

A new screen in the application will appear for the issuance:




To issue a license, click the **Issue** button to get a pop-up window.

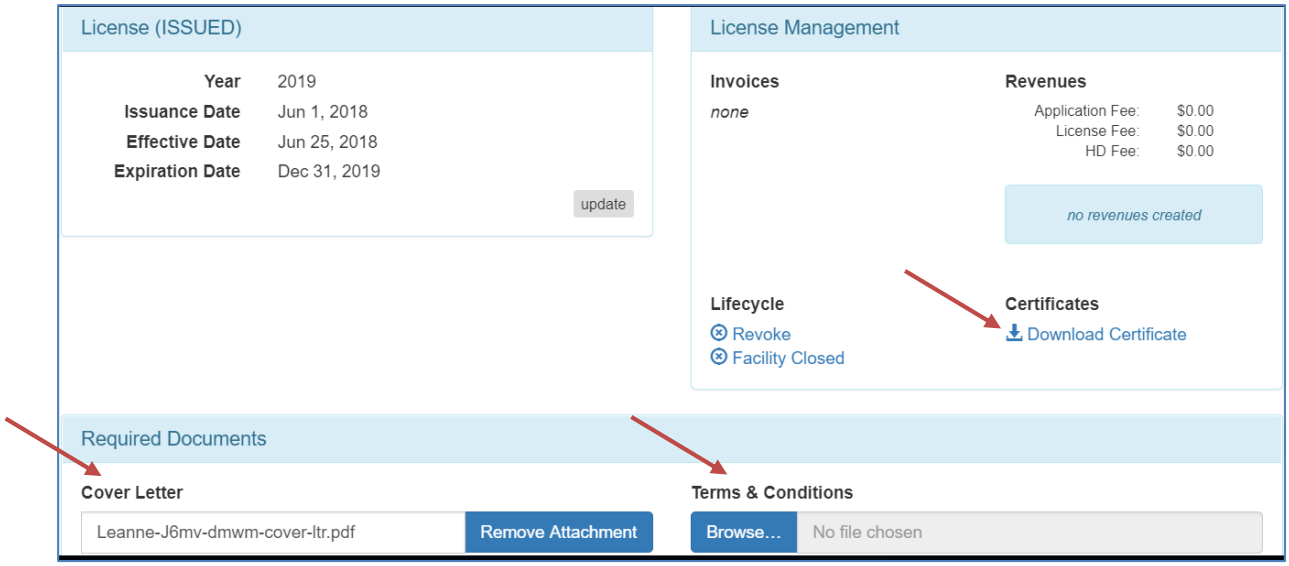



HD users will need to enter Issuing Year, Issuance Date, and Effective Date and verify the Expiration Date. For licenses, the Effective Date should not be any earlier than January 1 of the licensing year and the

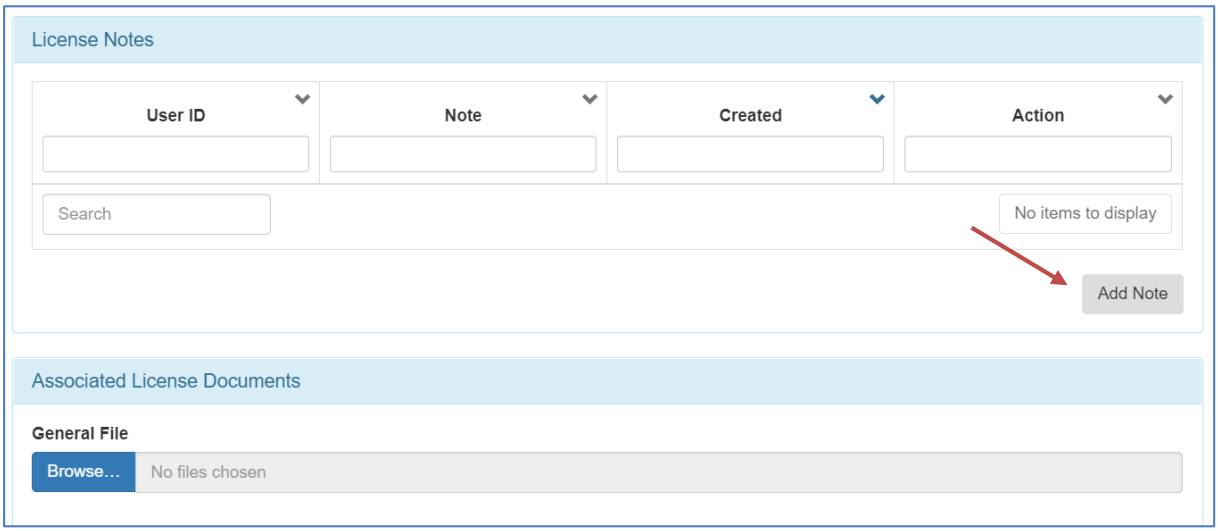
Expiration Date should always be December 31. The top box, Issuing Year, should have the same year as the expiration date. Attaching a cover letter will be **required** to issue a license, any file type can be uploaded. A draft letter may be attached during the issuance, and then replaced by the official, signed cover letter at a later date. If there are any special Terms & Conditions, those should be uploaded at issuance. Terms & Conditions can also be added to the issuance information after issuance has been completed.

Once you have completed the Issuance Information, attached required documents, and clicked **Issue**, the pop-up will disappear, and a new screen will appear.

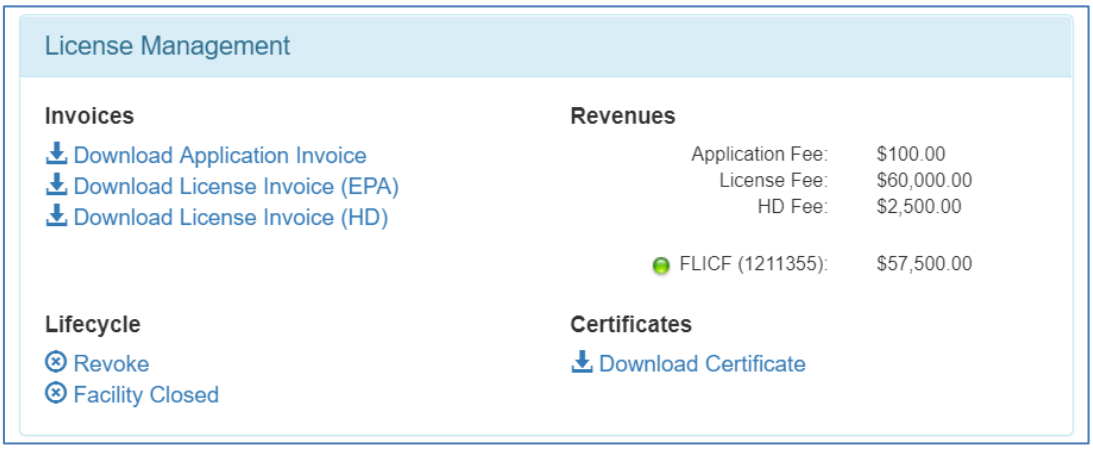
On this screen, you will have the ability to download invoices (if applicable), download the License Certificate, and edit the Cover Letter and/or Terms & Conditions. When you scroll farther down the screen, you will also have a couple other features:




The new system allows for notes related to the License to be added, at any time, throughout the licensing year. There is also the ability to upload and store documents related to the license. These features can be used by the HD and Ohio EPA staff to share information and have it located in one spot. It is important to be aware that using these features does not send out any notifications and communication outside of this system is still necessary.



When you are looking at invoices, there is the potential for you to have three different types of invoice options displayed.

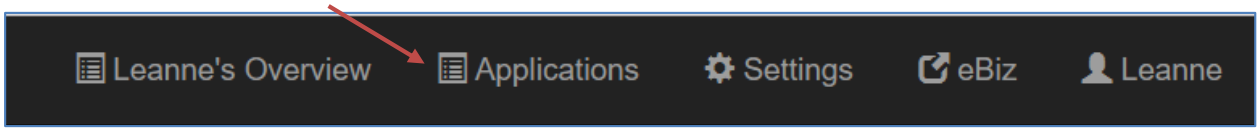



The invoice options are as follows:

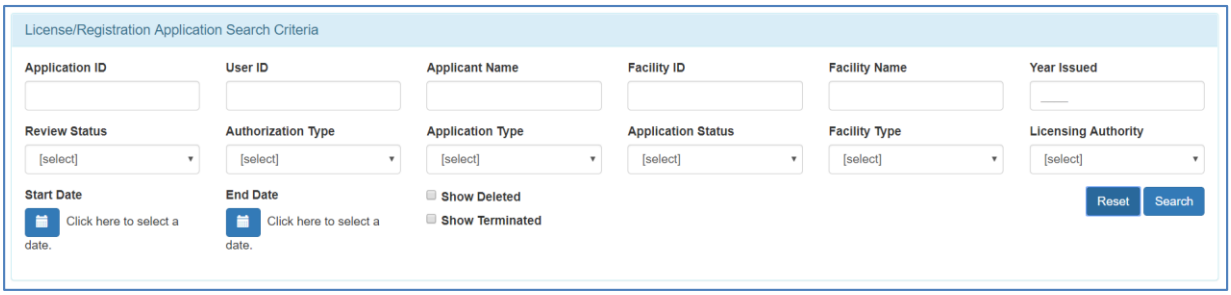
- **Download Application Invoice** – this is generated at submission of a license application, also referred to as the *Application Fee Invoice*. The only type of license application that will not have an application fee is Construction & Demolition Debris facilities.
- **Download License Invoice (EPA)** – this is generated when a license is issued by the appropriate licensing authority (Ohio EPA or local HD). This is also referred to as the *License Fee* and is mailed to the applicant with their issued license certificate.
- **Download License Invoice (HD)** – this is also generated when a license is issued by a local HD. This invoice is for the amount due to the Ohio EPA after the licensed facility has paid their *License Fee*. Not all issued licenses will have a fee owed, but the download option will be present to download a zero-balance invoice. If you are unsure of owing the Ohio EPA a portion of the *License Fee*, you can look to the right portion of the screen to see the amount due by **HD FEE**.

## Searching in CLR

Licensing year 2019 will be the first year using the new and improved system, but information from the previous system is still available to be viewed. To view current and old Licenses, you will need to click **Applications** to be directed to the search screen.



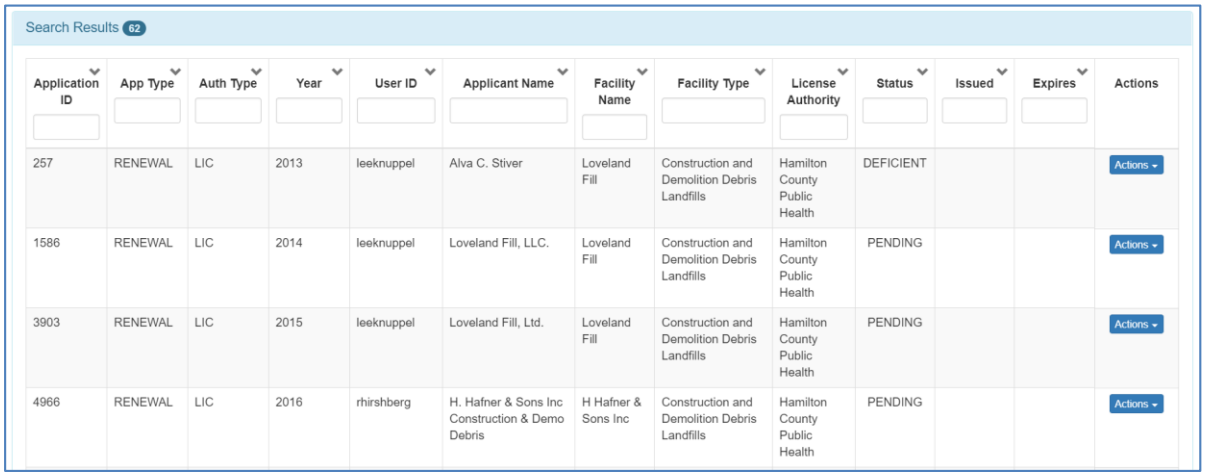

When using the new search tool, sometimes less is more in the search criteria. A minimum of one field is required to search and search results will be limited to your HD regulated facilities.



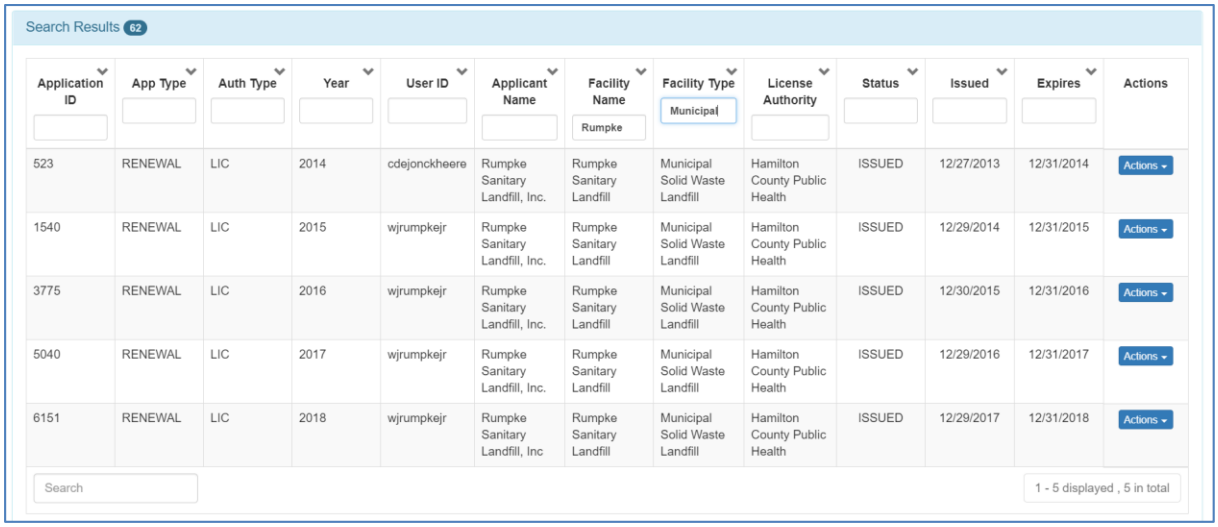

A brief description of each category follows:

- **Application ID** – The unique ID number assigned to each application entered into the system. These numbers are currently four digits long
- **User ID** – The ID of the user who created and submitted the application. If two or more users worked on the application, the User ID will be the associated account who created the application.
- **Applicant Name** – The name listed in the Applicant Field.
- **Facility ID** – The Core ID for the facility.
- **Facility Name** – The name of the facility.
- **Year Issued** – The licensing year discussed in the previous section. This should be the year that the license is issued for and match the expiration year.
- **Review Status** – Please do not use, this field does not pertain to licensing.
- **Authorization Type** – The type of application being submitted. For HD's this will always be License.
- **Application Type** – The type of application being submitted, such as an initial or a renewal.
- **Application Status** – The status of the application.
    - **Not Yet Submitted** – an application has been started but not submitted
    - **Pending** – application has been submitted and ready for review
    - **Incomplete** – the application was sent back to the user for revision
    - **Deleted** – the application was deleted and no longer valid
    - **Deficient** – not applicable to licenses
    - **Issued** – the license was issued.
    - **Terminated** – the license had been issued and since issuance was terminated (this is a very rare status for licenses).
- **Licensing Authority** – The HD who issued the license.
- **Start Date / End Date** – Used to filter a specific time period of when an application was submitted.

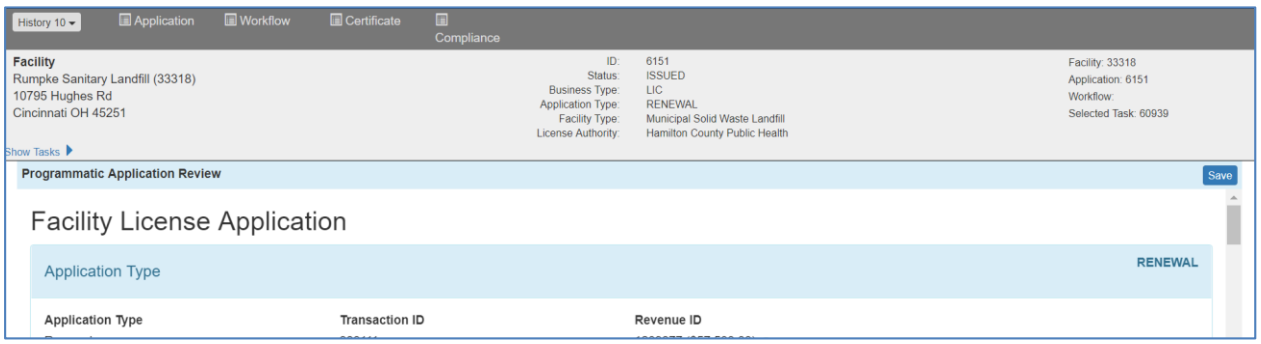
Once you have entered your search criteria, click **Search** in the lower right-hand corner.



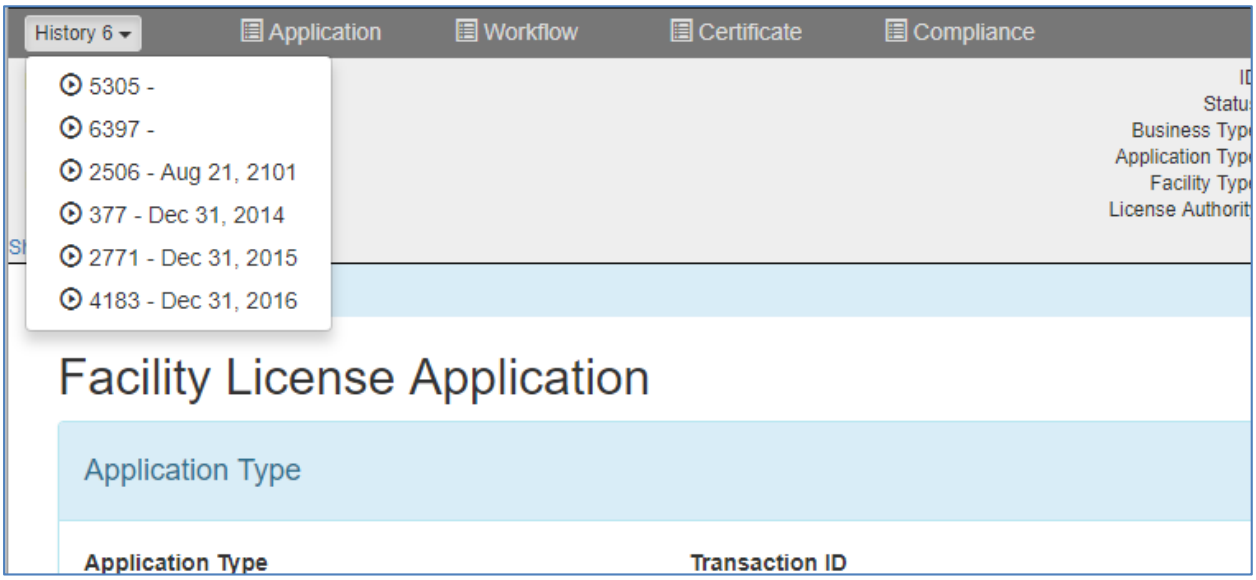

The boxes under the headings in your search results can be used to narrow your results even further. To utilize these, you simply click the desired box and start typing the specific item.




Once you have located the license you are searching for, click the blue **Actions** button and then select *View Application*. The application will automatically appear.



Once on this screen, you have several options. The first option would be to view the application. The second option allows you to see the workflow tasks if not already on the screen. The third option is to view the issuance information, to see this you would click **Certificate** at the top of the screen. The Certificate screen also has the area to add documents and license specific notes. The ability to retrieve invoices and the certificate can be located in this section. The third option is to view historical information. At the top left corner, there is a dropdown that says **History #**. When clicking the dropdown, you will be given a selection similar to the following:

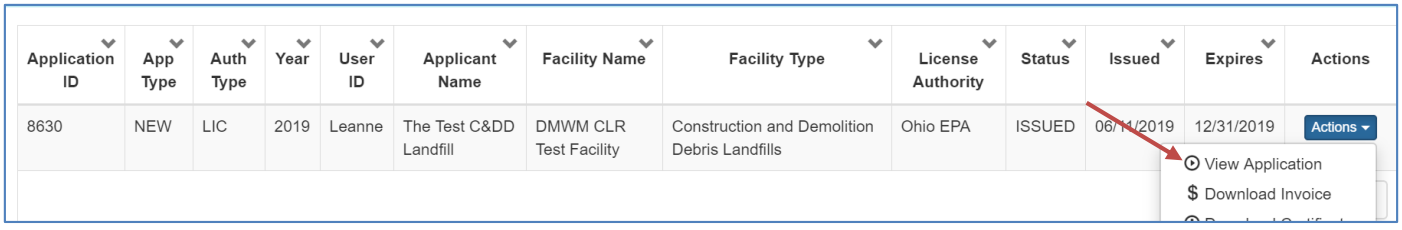



The list is every issued, pending, and not yet submitted license related to the Core ID of the application. The first strand of numbers is the Application ID and the second is the expiration year. If there is no date listed, the application is either in a pending status or has not yet been submitted. If you were to select a previously issued license from this list, it will take you to that application where you can review the historical application.

## Uploading Issued Licenses & Other Documents

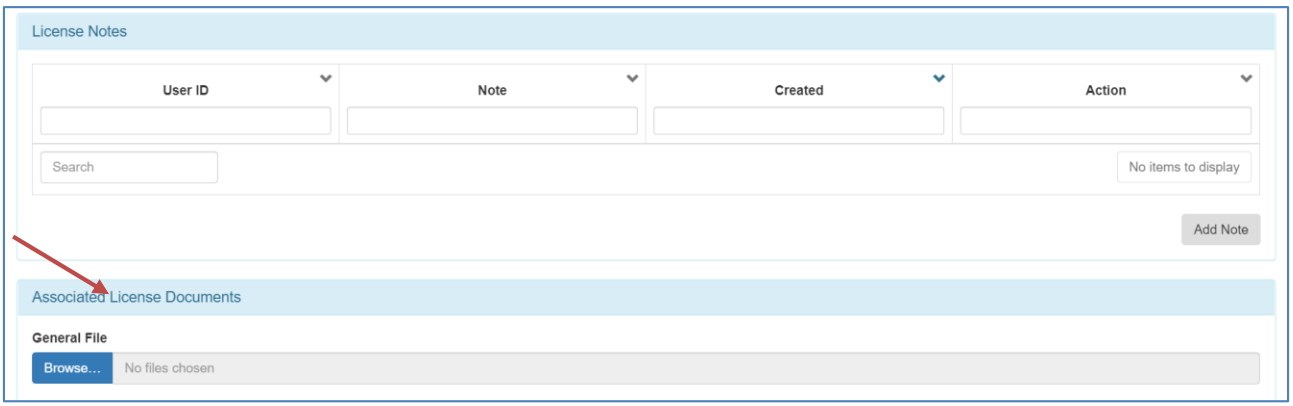
Once a license has been issued in the eBiz system and signed by the health commissioner, a copy of the signed license and any attachments (cover letter, terms & conditions) should be uploaded into the system. To add items into the system, you will need to find the issued application. To find the application, you will need to use the search feature outlined above.

Once you have located the license you are searching for, click the blue **Actions** button and then select *View Application*. The application will automatically appear.

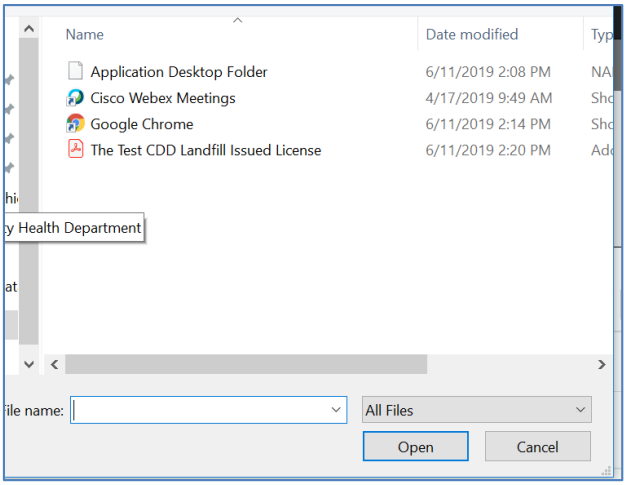


Once on this screen, you have several options. The first option would be to view the application. The second option allows you to see the workflow tasks if not already on the screen. The third option is to view the issuance information, to see this you would click **Certificate** at the top of the screen. The **Certificate** screen also has the area to add documents and license specific notes including a copy of the issued and signed license.

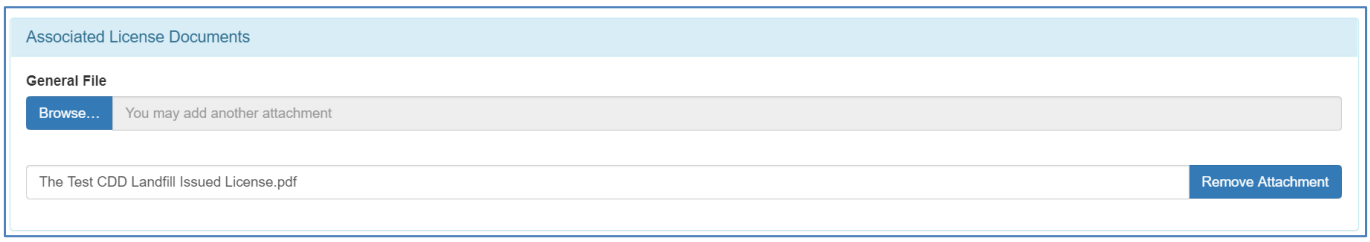
To upload the copy of the issued license, scroll to the bottom of the **Certificate** screen to the section titled **Associated License Documents**.




Once you have found the section, click the *Browse* button to upload the file. A pop-up will appear for you to select the file, after the file is selected click *Open*.



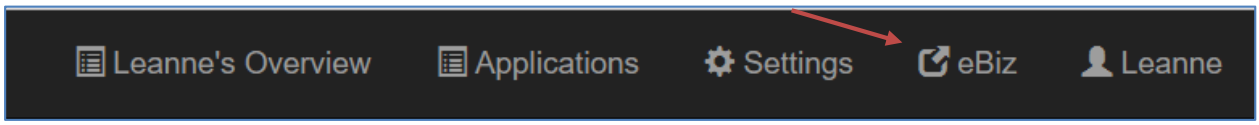

Once the pop-up box has disappeared, the file will have been uploaded into the system. You can upload multiple documents into this section. If a document was uploaded in error, you can remove the document by simply clicking *Remove Attachment* located to the right of the file.



While there are no restrictions to the type of files you can upload (.doc, .pdf, .jpeg), it is preferred that signed and issued documents be uploaded as a PDF.

## Accessing eBiz for Other Services

When logging into eBiz, you are automatically directed to your DMWM CLR Dashboard. There are times when you may need to access eBiz for another Ohio EPA service or to enter an application. To access the eBiz main service screen, simply click **eBiz** on the black bar by your name to be redirected.




If you would like to return to the Dashboard after you have completed working in another service or area, simply click **eBusiness Home** under the Ohio EPA logo.

# DMWM Health Department Licensing User Guide

## Contacts

| Subject | Name | Phone / E-mail |
|---|---|---|
| Adding an HD Account | Brian Dearth<br>Leanne Greenlee | 614-728-5366<br>Brian.Dearth@epa.ohio.gov<br>614-705-1012<br>Leanne.Greenlee@epa.ohio.gov |
| Help Entering a License | Debbie Kellough | 614-728-5316<br>Deborah.Kellough@epa.ohio.gov |
| Navigating Workflow | Debbie Kellough | 614-728-5316<br>Deborah.Kellough@epa.ohio.gov |
| Adjusting Workflow Assignments | Brian Dearth<br>Leanne Greenlee | 614-728-5366<br>Brian.Dearth@epa.ohio.gov<br>614-705-1012<br>Leanne.Greenlee@epa.ohio.gov |
| Issuing a License | Debbie Kellough | 614-728-5316 |
| Retrieving Historical Information | Debbie Kellough | Deborah.Kellough@epa.ohio.gov |